# North Carolina COVID-19 Vaccine Management System

# Provider Enrollment Portal Account Registration & Password Reset User Guide

Version 4

February 11, 2021

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

# If you have any questions, issues or requests, please go to the CVMS Help Desk Portal* at https://ncgov.servicenowservices.com/csm_vaccine

\* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

**Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:**

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner

2. Populate your first name, last name, business e-mail, and your registration code

    NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)

    For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021

3. You will receive an e-mail with your username and temporary password to log into the portal

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# Overview



In this user guide, we will discuss how to create a CVMS Provider Enrollment Portal Account and how to reset your account password.

The content included in this training is for the following roles: **Organization Administrator, CEO, CMO and Primary Vaccine Coordinator.**

Additionally, you will need to:
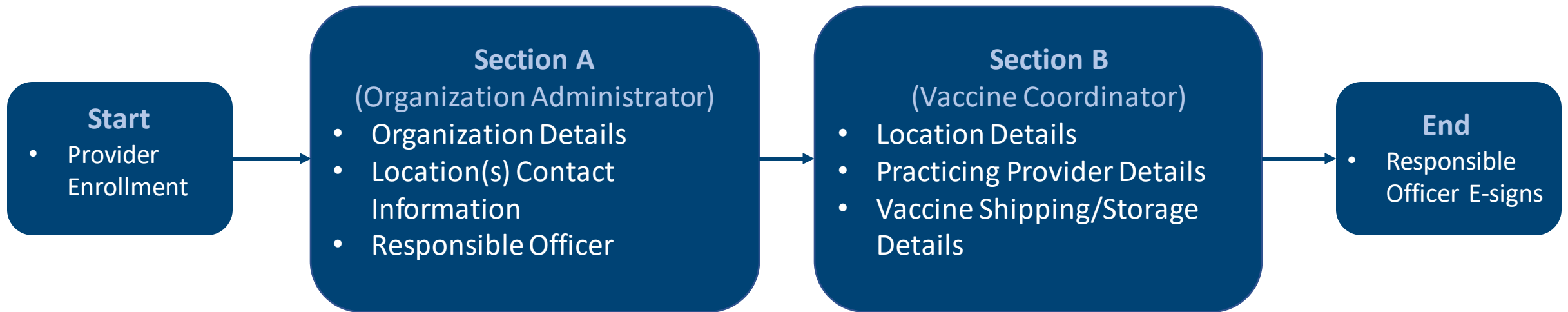- Use the latest version of Chrome, Firefox, or Safari
- Log into the CVMS Provider Enrollment Portal (https://covid-enroll.ncdhhs.gov/)

**Now, let's get started!**

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# Provider Enrollment Process Overview

# CVMS Provider Enrollment Process Overview

The COVID-19 Vaccination Program Provider Enrollment Process takes place in the **CVMS PROVIDER ENROLLMENT PORTAL**. The CVMS Provider Enrollment Portal is a cloud-based solution.

**Start**
- Provider Enrollment

**Section A**
(Organization Administrator)
- Organization Details
- Location(s) Contact Information
- Responsible Officer

**Section B**
(Vaccine Coordinator)
- Location Details
- Practicing Provider Details
- Vaccine Shipping/Storage Details

**End**
- Responsible Officer E-signs

## Additional Resources

- Provider Enrollment Portal (link to the portal included in the email inviting you to register)
- Provider Enrollment Checklist -
  https://immunize.nc.gov/providers/covid-19training.htm

## Relevant Roles

- Organization Administrator
- Vaccine Coordinator
- Responsible Officer (CEO and CMO)

# Provider Enrollment Roles

## A provider is anyone who provides and administers healthcare services.

**Providers**

- Pharmacies
- Community health centers
- Hospitals
- Clinics
- Long-term care facilities
- Acute care hospitals
- Urgent care clinics
- Other medical care facilities

| Role | Responsibilities |
|---|---|
| **Organization Administrator** | • Completes Section A for the entire organization. |
| **Vaccine Coordinator** | • Completes Section B for their assigned location(s)<br>• On-site at the location |
| **Chief Executive Officer (CEO)** | • Reviews and signs on behalf of all locations within the organization |
| **Chief Medical Officer (CMO)** | • Reviews and signs on behalf of all locations within the organization |

# Provider Enrollment Role Checklist

**COMPLETE THE CHECKLIST** below for **EACH ROLE** that you serve in your organization

| Organization Administrator | Vaccine Coordinator | Chief Executive Officer (CEO) | Chief Medical Officer (CMO) |
|---|---|---|---|
| ❑ **Register** for a Provider Enrollment account<br><br>❑ Mark if your organization is a **Redistribution Participant**<br><br>❑ **Add** all locations<br><br>❑ Add your organization's **CEO**<br><br>❑ Add your organization's **CMO** | ❑ **Register** for a Provider Enrollment account via the link in the welcome email<br><br>❑ **Upload pictures** of the interior and exterior of your **storage units**<br><br>❑ **Input all practicing providers** at your location<br><br>**For locations with at least 25 practicing providers:**<br><br>❑ Request & return the **Provider Bulk Upload Template** to the CVMS Help Desk Portal using https://ncgov.servicenowservices.com/csm_vaccine (Ref. slide 2)<br><br>❑ Review and sign the **CDC COVID-19 Vaccination Program Provider Agreement**<br><br>❑ Review and sign the **Storage and Handling Attestation** | ❑ **Register** for a Provider Enrollment account via the link in the welcome email<br><br>❑ Review and sign the **CDC COVID-19 Vaccination Program Provider Agreement**<br><br>❑ If applicable, review and sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement** | ❑ **Register** for a Provider Enrollment account via the link in the welcome email<br><br>❑ Review and sign **the CDC COVID-19 Vaccination Program Provider Agreement**<br><br>❑ If applicable, review and sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement** |

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# Registration Timing

**Audience**

| Organization Administrator |

| Vaccine Coordinator |

- **Organization Administrators** – Register at **ANY TIME** if your location is eligible to enroll.

- **Primary Vaccine Coordinators** – Register after receiving an **EMAIL NOTIFICATION** that you are the **IDENTIFIED PRIMARY VACCINE COORDINATOR** for your location.

- **Backup Vaccine Coordinators** – You will **NOT REGISTER** for the CVMS Provider Enrollment Portal.
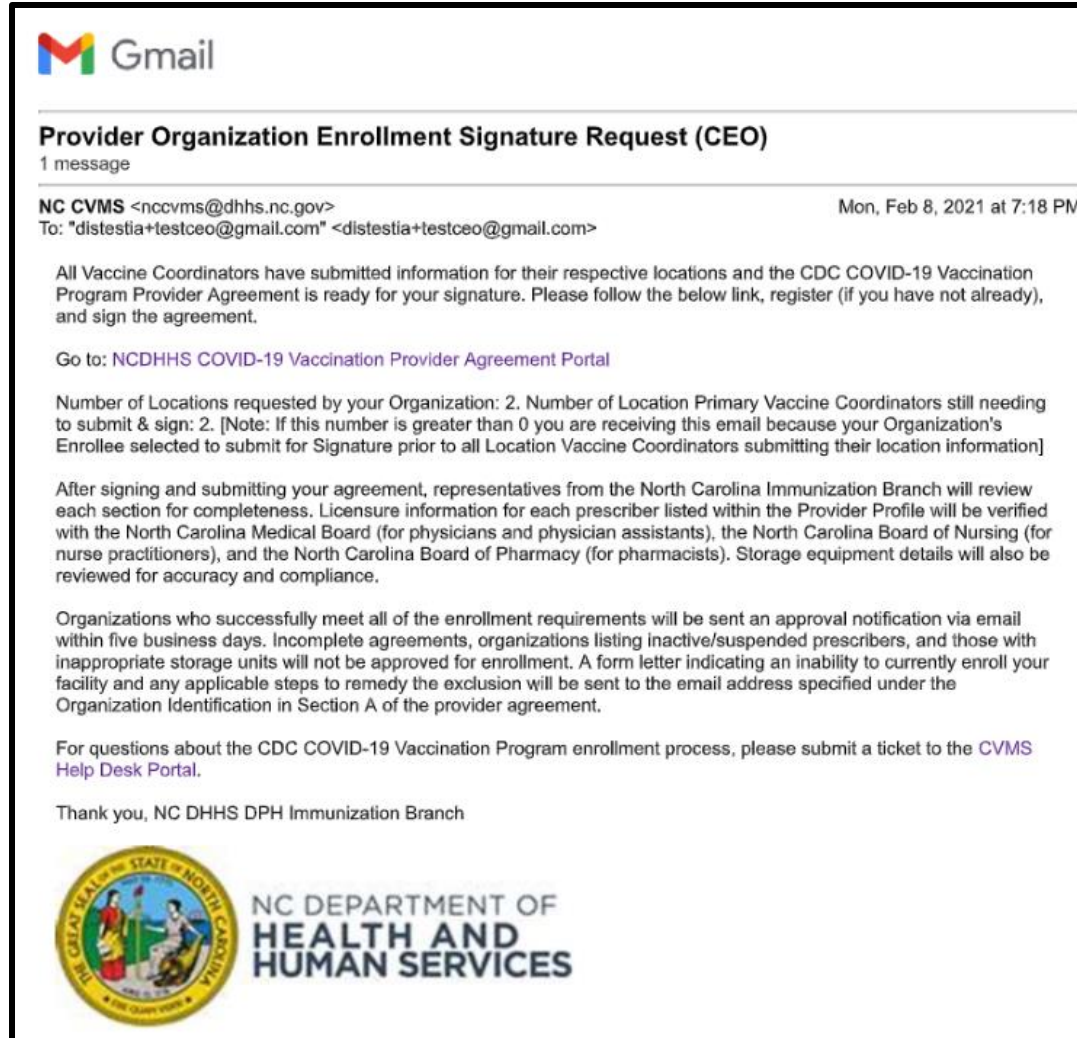
**Tips**

All users except Organization Administrators should register only after receiving an email from COVIDenroll@dhhs.nc.gov

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CMO / CEO – Register when you receive an email requesting your signature for the **PROVIDER ENROLLMENT AGREEMENT**.



**Audience**

CEO

CMO

**Tips**

All users except Organization Administrators should register only after receiving an email from COVIDenroll@dhhs.nc.gov

You can access the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine

# Reset Password

# Step 1 of 4: Initiate Password Reset

You will be able to reset your password at any time.

1. Navigate to **CVMS PROVIDER ENROLLMENT PORTAL** (link to the portal included in the email inviting you to register)

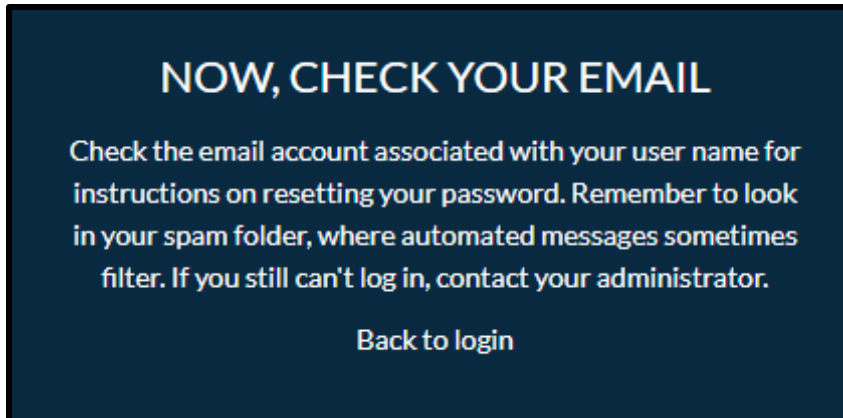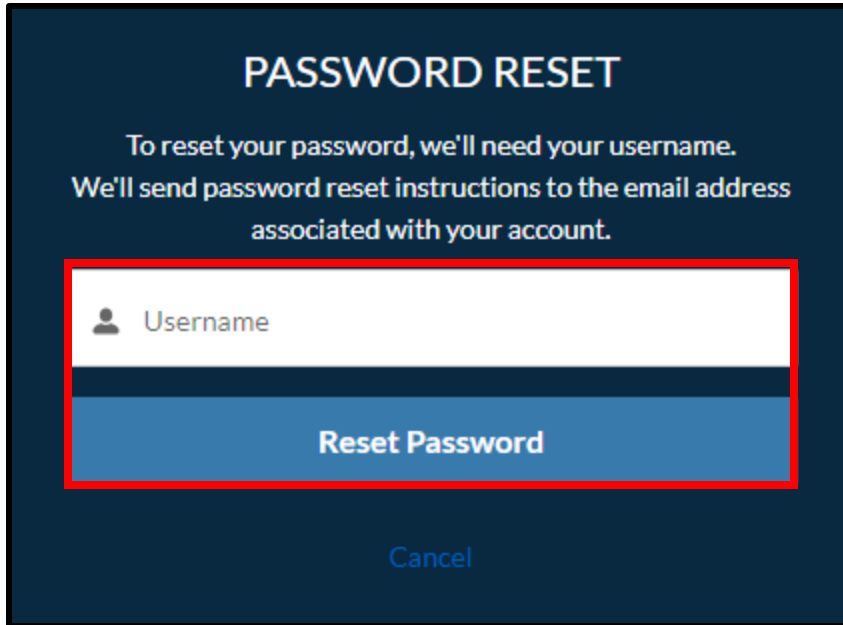2. Click the **FORGOT YOUR PASSWORD?**



**Audience**

| Organization Administrator |
| Vaccine Coordinator |
| CEO |
| CMO |

**Tips**

Use a password manager to keep your passwords if your provider's security policy allows it.

**PASSWORD RESET**

To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.

👤 Username

**Reset Password**

Cancel

**NOW, CHECK YOUR EMAIL**

Check the email account associated with your user name for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator.

Back to login

You will be prompted to enter your **USERNAME**. You can expect an email from [COVIDenroll@dhhs.nc.gov](mailto:COVIDenroll@dhhs.nc.gov) with a link to reset your password.

1. **ENTER YOUR USERNAME**. In most cases, this will be the email address you used to register your account
2. Click **RESET PASSWORD**
3. You will be directed to a page that says **NOW, CHECK YOUR EMAIL**

**Audience**

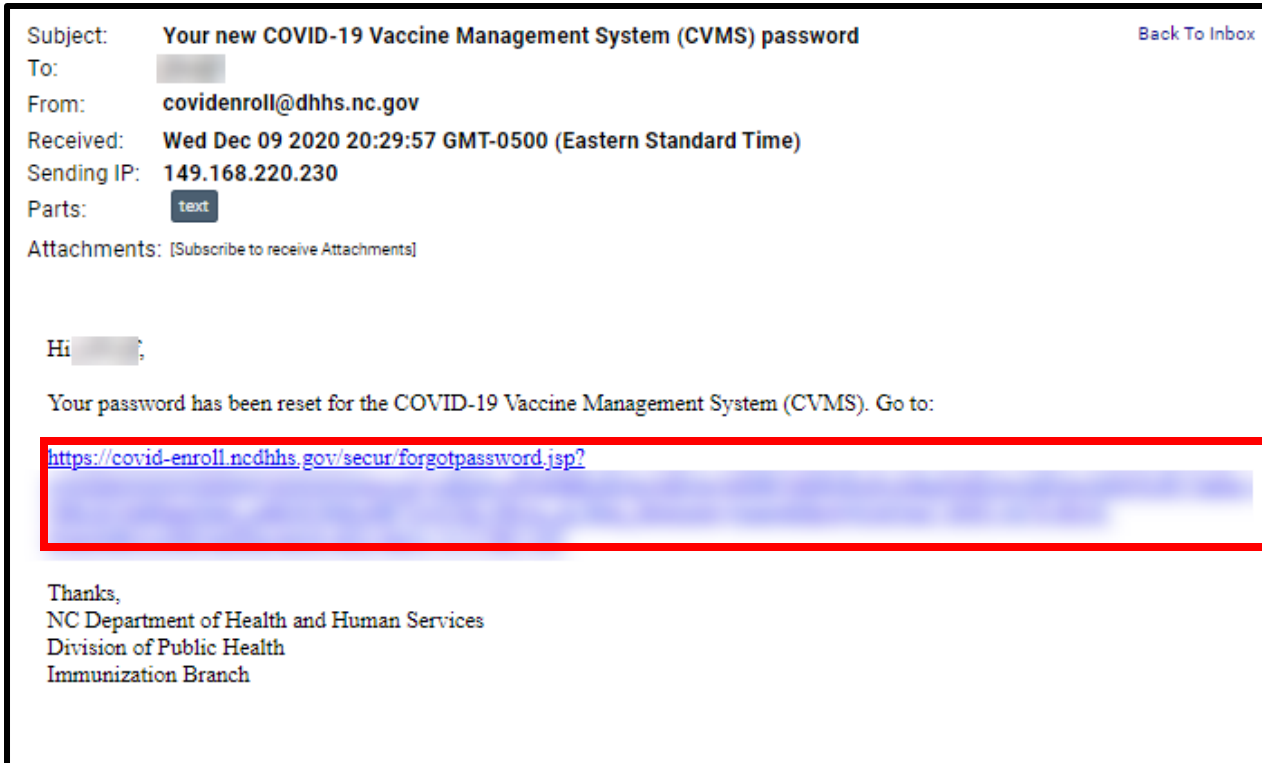| Organization Administrator |
| Vaccine Coordinator |
| CEO |
| CMO |

**Tips**

Check the spam/junk folder of your email account if you do not receive a password reset email.

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## Step 3 of 4: Check Password Reset Email

You will receive an email with a **LINK TO RESET YOUR PASSWORD**.

1. **CHECK YOUR EMAIL INBOX**

2. Check your **SPAM OR JUNK FOLDER** if the email does not appear in your inbox

3. Open the email

4. **CLICK THE LINK** in the email

| Subject: | **Your new COVID-19 Vaccine Management System (CVMS) password** | Back To Inbox |
|---|---|---|
| To: | | |
| From: | covidenroll@dhhs.nc.gov | |
| Received: | **Wed Dec 09 2020 20:29:57 GMT-0500 (Eastern Standard Time)** | |
| Sending IP: | **149.168.220.230** | |
| Parts: | text | |
| Attachments: | [Subscribe to receive Attachments] | |

Hi         ;

Your password has been reset for the COVID-19 Vaccine Management System (CVMS). Go to:

https://covid-enroll.ncdhhs.gov/secur/forgotpassword.jsp?

Thanks,
NC Department of Health and Human Services
Division of Public Health
Immunization Branch

**Audience**

| Organization Administrator |
|---|

| Vaccine Coordinator |
|---|

| CEO |
|---|

| CMO |
|---|

**Tips**

Contact the CVMS Help Desk Portal if you do not receive an email.

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# Step 4 of 4: Complete Password Reset



You will be directed to a page where you can reset your password.

1. Enter a **NEW PASSWORD** that meets the **PASSWORD CRITERIA**

2. Enter the same password under **CONFIRM NEW PASSWORD**

3. Click **CHANGE PASSWORD**

4. If you have successfully reset your password, you will be routed to the CVMS Provider Enrollment Portal

**Audience**

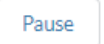| |
|---|
| **Organization Administrator** |
| **Vaccine Coordinator** |
| **CEO** |
| **CMO** |

**Tips**

The Change Password will change color when all requirements have been met.

# Appendix

# Additional Notes

**Key Items:**

- **Hyperlink**s appear as light blue and will provide additional information or navigation.

- **\* Asterisks** are used to denote required information.

- ⊻ A Toggle can be clicked to see selectable options.

- ✎ A Pen can be clicked to make edits to the field.

- Previous Next Navigation Buttons can be clicked on to progress to the "next" or the "previous" step in a task.

- Pause A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review

  your previously entered data upon your return/ login.

**Contact Information:**

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine

**Supported Web Browsers:**
- Please use the latest version of Chrome, Firefox, Edge Chromium, or Safari browsers to access CVMS.
- For more details on supported browsers, see **https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5**
- Note: Internet Explorer and Edge (Non-Chromium) are not compatible with CVMS.

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# User Guide Change Log

**Key Items:**

- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

| Version | Date of Change | Changes Made | Impacted Slides | Author |
|---------|----------------|--------------|-----------------|--------|
| 1 | 12/10/2020 | • Original version | | Kevin Kauffman |
| 2 | 12/31/2020 | • Removed link to the Provider Enrollment portal | 4, 6 | Simon Couderc |
| 3 | 1/8/2021 | • Removed any mention of the 2 CVMS Help Desk emails. Added CVMS Help Desk Portal Information. | 1, 2, 8, 10, 11, 15, 18 | Courtney Seward |
| 4 | 2/11/2021 | • Removed any mention of covidhelp emails | 10, 11 | Courtney Seward |

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